ನಮ್ಮ ಮೆಟ್ರೋ namma metro

ಬೆಂಗಳೂರು ಮೆಟ್ರೋ ರೈಲ್ ನಿಗಮ ನಿಯಮಿತ
(ಸಹಭಾಗಿತ್ವದ – ಕರ್ನಾಟಕ ಸರ್ಕಾರ ಹಾಗೂ ಕೇಂದ್ರ ಸರ್ಕಾರ ಉದ್ಯಮ)
Bangalore Metro Rail Corporation Ltd.
(A joint Venture of Government of Karnataka & Government of India)

BMRCL's Response to Pre-Bid Queries

Date: 28-07-2026

KPP Indent No: BMRCL/2026-27/SE0058 Dated:13-07-2026

PROVIDING SERVICES FOR CUSTOMER CARE & TICKET OFFICE MACHINE (TOM) AT STATIONS OF PHASE-2A OF BMRCL

Sl. No.	Section No.	Clause No./ Ref.	Clause /Description	Query	BMRCL's response
1.	Section 2- ITT and Qualification Criteria	Sl.No.2	Work Value	1-Our understanding is that computer operators/contact centre & call centre staff/helpdesk staff, deployed both at service provider & client location fall under the similar work category of "similar works in issue of In-house Computer generated Entry Ticket/ Billing/ Data Entry/Clerical, during last Seven (07) years". Please confirm.	1. Tender Conditions prevails.
				2-Our understanding is that ongoing projects are also acceptable in this criteria. Please confirm.	2. Please refer Note under Table B (Qualification Criteria) of ITT, Section 2 which is Self-explanatory.
				3-Our understanding is that the annualized project value is calculated by dividing the total project value by the project duration (in years). A self-declaration from the bidder confirming the annualized value is sufficient for this purpose.	3. Your understanding of determining Annualised Project value is correct. Client Certificate in this regard shall be obtained which only shall be considered for evaluation.
2.	Section-2 - ITT and Qualification Criteria	Clause 6.3.1	Minimum Wages Table 2026-27	a) Minimum wages of Karnataka as per revised notification of 22nd May 2026 are now between 24,407 to 29,316 for skilled and 22,282 to 26,744 for semi-skilled (refer https://www.simpliance.in/India/LEI/minimum_wages/state-wise-details/karnataka), whereas in RFP wages are quoted as INR 24,454 for skilled and INR 22,925 for semi-skilled (refer pg # 19-20). Our understanding is that wages will be amended in sync with GoK notification. Please confirm. b) Also confirm that any increase in Minimum Wages, VDA, PF, ESI, Bonus, Leave Wages, Uniform Allowance and other statutory payments shall be	a) Please note that the wages provided in the Tender document is in line with GOKs Notification for the period 01-04-2026 to 31-03-2027 applicable for Shops and Commercial Establishments. b) Please refer Cl. 3.5 of ITT which is Self-explanatory.

				reimbursed along with applicable Service Charges and GST.	
3	Section-5 - Special Conditions of Contract	Clause 7.4	Provision of Extra Manpower	Kindly specify the permissible timeline for replacement of resigned or absent manpower. We request that a period of up to fifteen (15) days be allowed for deployment of suitable replacement resources to ensure continuity of services.	Please refer Cl. 25 (xiv) of GCC.
4	Section-10-Annexure	Annexure-J	Bio-data of skilled/ semi-skilled manpower deployed by Contractor	Our understanding is that the Curriculum Vitae (CVs) of the proposed personnel, in the prescribed format, are required to be submitted only after the award of the contract and not at the bid submission stage. Kindly confirm our understanding.	Your Understanding is Correct. Curriculum Vitae (CVs) of the proposed personnel to be deployed by Contractor shall be provided on award of the contract.
5	Section-8-Technical Proposal-Standard Forms	Form 8B(1)	Work Completion Certificate	Client experience certificates are issued in the respective client's prescribed format, and clients are generally unable to issue fresh certificates in the format prescribed in the RFP. Therefore, we request the Authority to kindly accept the client-issued experience certificates in their existing format, provided they contain the relevant project details. Kindly confirm.	It shall be ensured that the Client Certificate provided shall have all the relevant details as required in Form-8B(1).
6			Penalty	We request that the cumulative penalties under the contract be capped at a maximum of ten percent (10%) of the respective monthly invoice value, in line with prevailing industry practices. Kindly confirm.	No Change in Tender Conditions is Envisaged.
7			Estimate	Kindly clarify whether the estimated manpower requirement includes leave reserve/reliever manpower, or if such manpower is required to be deployed additionally over and above the specified manpower strength. Kindly confirm.	Please refer the FORM-8(C) which is Self-Explanatory.
8			Statutory revisions	Kindly confirm that any new statutory levy, tax or Government-mandated compliance introduced after bid submission shall be reimbursed separately.	Please refer Cl. 3.5 of ITT which is Self- explanatory.

GM/Contracts

B.M.R.C.L. O&M Bangalore-560038